Yellow Ribbon Reintegration Program

For Those Who Serve and Those Who Support

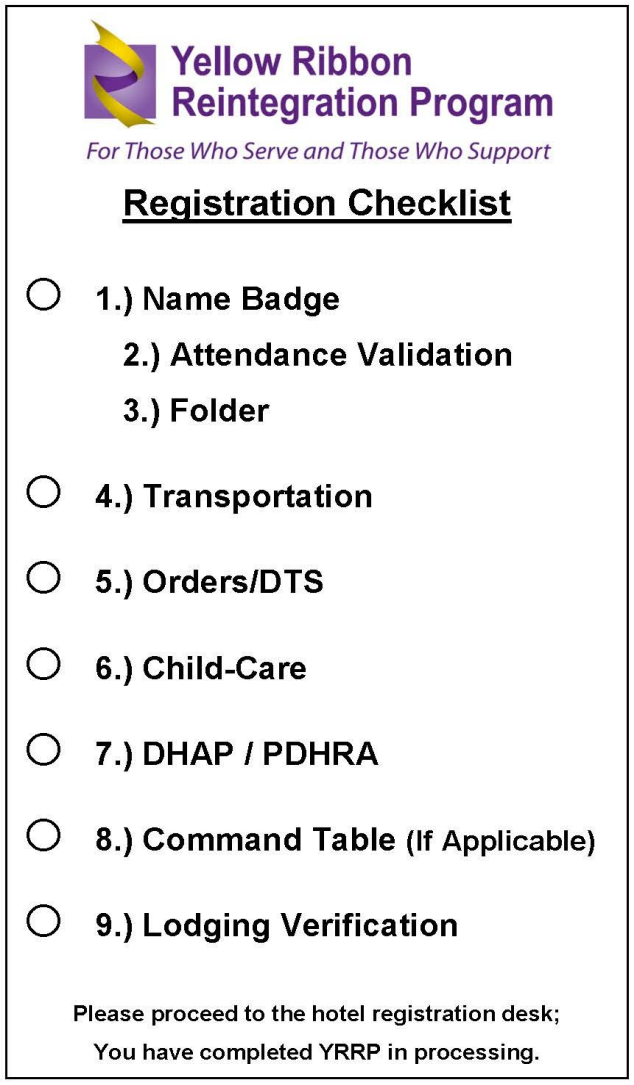
YELLOW RIBBON STAFF TRAINING

HOTEL EMERGENCY NUMBER IS [number]
DIAL FROM ANY HOUSE PHONE

Adapted from: YR Regional PM. Last Updated: June 2015

81st Regional Support Command

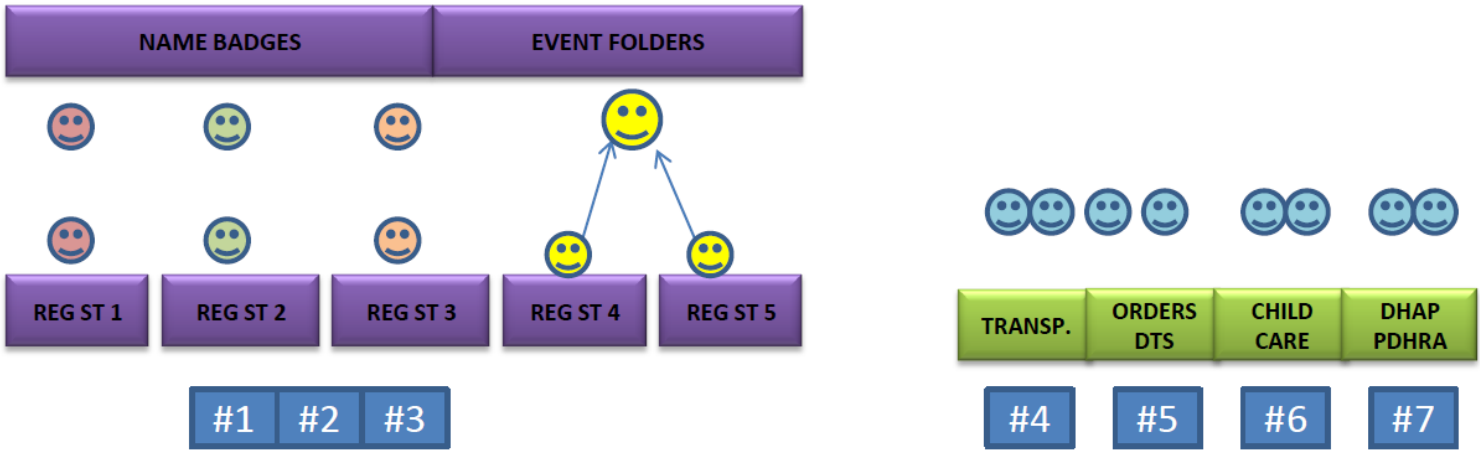
REGISTRATION



- Registration setup **[Time]**
- Hours of Registration **[Time-Time]**, determined by Program Manager
- Late Registration Saturday
  - Set-Up **[Time-Time]** Attendees Registration **[Time-Time]**
- All primary registrants will receive this checklist
- This is to be punched at every station upon completion
- Attendees are not permitted to register with the hotel until they have completed the Yellow Ribbon Registration process

REGISTRATION LAYOUT

LOCATION SETUP : **[TBD]**



REGISTRATION HOURS

- Registration setup **[Time-Time]**
- Hours of Registration **[Time-Time]**,

  (as determined by Program Manager)

  - Late Registration Saturday
  - Set-Up **[Time-Time]**
  - Attendees Registration **[Time-Time]**
- Breaks are to be taken as time permits. Ensure that there is coverage in your position before departing. Lunch breaks are to be no longer than 45 minutes.

EVENT DESK CHECK IN COMPUTER STATION

STAFF ROLES

FRIDAY

RESPONSIBLE FOR THE FOLLOWING TASKS:

1. Greet attendees upon arrival

2. Request ID and/or first and last name

3. Determine which event phase and group they are attending

(*Should the attendee not be designated to a group, they will always be inserted into group 2 of any event phase. Ensure you annotate the name, event and group on the group split list to be turned back into the operations staff)

EVENT DESK CHECK IN COMPUTER STATION CONT.

STAFF ROLES

FRIDAY

4. Mark attendance for Soldier and guest in attendance, ensure you ONLY check in guest that are present and registered

5. Save attendance check-in***** if this is not done the attendees are not going to get credit for attending or any scans into classes

6. Orders are to be collected for the primary registrant ONLY. They should sign and print their name but do not date. Also in the upper right corner the correct event and phase should be annotated. All orders will be returned with a certificate of completion at the closing session on Sunday.

EVENT DESK CHECK IN COMPUTER STATION CONT.

STAFF ROLES

FRIDAY

-If the Primary Registrant should need to update information such as the email, phone number, or command, this may be done during check in.

-Children are not provided a name badge. Childcare service provider will distribute this during Saturday morning check in.

-Should they be changing guest or have an error on the name badge they should be sent to the Dymo station with their reference number and event for all changes.

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EVENT DESK CHECK IN
NAME BADGE & FOLDERS

STAFF ROLES
FRIDAY

RESPONSIBLE FOR THE FOLLOWING TASKS:

1. Greet attendees upon arrival

2. Request ID and/or first and last name from staff

3. Determine which event phase and group they are attending

4. Gather name badge based off of last name of **primary registrant**, **badge number always ends in 00** guests will follow primary registrant

5. Provide the corresponding agenda and folder.

6. Ensure you write the group number on the front of the **folder** and the insert in the **name badge** for the primary registrant

7. Provide a registration checklist with ONLY the first station punched off.

ENSURE YOU HOLE PUNCH THEIR REGISTRATION CHECKLIST ◀◀

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TRANSPORTATION

STAFF ROLES

FRIDAY

Transportation Station is for flying attendees ONLY

They will need to provide an itinerary preferably, if they do not have this collect their **airline and time of departure**.

This is to entered into the designated excel spreadsheet.

SHUTTLE SERVICE ONLY PROVIDED AS FOLLOWS:

TO THE HOTEL ON FRIDAY FROM [Time-Time]
TO THE AIRPORT ON SUNDAY FROM [Time-Time]

Shuttle service provider for this is event is [TIME]

ENSURE YOU HOLE PUNCH THEIR REGISTRATION CHECKLIST ◀◀

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CHILDCARE

STAFF ROLES

FRIDAY

Childcare is for attendees with children that are registered in the Portal ONLY

THEY WILL NEED TO FILL OUT THE DESIGNATED FORM PROVIDED BY THE CHILDCARE SERVICE

YR STAFF SHOULD ANNOTATE ON DESIGNATED EXCEL SHEET CHILDREN NAMES, AGES AND CORRECT CONTACT PHONE NUMBER OF PRIMARY ATTENDEE

CHILCARE SERVICE ONLY PROVIDED AS FOLLOWS:

ON SATURDAY FROM [Time-Time]
ON SUNDAY FROM [Time-Time]

ATTENDEES ARE RESPONSIBLE FOR PICKING CHILDREN UP DURING LUNCH AND AFTER LAST CLASS HAS ENDED.

CHILDCARE SERVICE PROVIDER FOR THIS IS EVENT IS **[Name of Provider]**

ENSURE YOU HOLE PUNCH THEIR REGISTRATION

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DYMO STATION

STAFF ROLES

FRIDAY

ATTENDEES NEEDING A NAME BADGE CORRECTION OR CREATING A NEW NAME BADGE CAN BE ASSISTED AT THIS STATION

-STEPS DESCRIBED IN THE EVENT DESK CHECK IN (Slide 5-7) WILL BE COMPLETED TO DETERMINE THE ERROR IN THE REGISTRATION AND TO PROVIDE THE REFERENCE NUMBER FOR THE BARCODE.

-THE DYMO PROGRAM AND NAME BADGE TEMPLATE IS PRE-LOADED ONTO THE COMPUTER.

-BADGE SHOULD CONTAIN THE CORRECT FIRST AND LAST NAME, RANK, EVENT PHASE AND BARCODE WITH REFERENCE NUMBER FROM THE PORTAL.

-COMMUNITY PARTNERS AND STAFF WITHOUT A BADGE MAY BE PROVIDED ONE, THEY DO NOT TAKE PRESIDENCE OVER ATTENDEES IN LINE.

ENSURE YOU HOLE PUNCH THEIR REGISTRATION CHECKLIST ◀◀

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COUNSELING FORM

STAFF ROLES

FRIDAY

PRIMARY ATTENDEES WILL NEED TO BE COUNSLED AND SIGN THE PROVIDED FORM AT THIS STATION

-THIS FORM IS TO ENSURE THEY UNDERSTAND THE EXPECTATIONS THAT THEY ARE AT THIS EVENT ON ORDERS, ARE TO ADHERE TO DRESS CODE AND ATTEND CLASSES ALONG WITH OTHER ITEMS AS LAYED OUT IN THE FORM.

-THIS FORM SHOULD CONTAIN THE CORRECT FIRST AND LAST NAME, RANK AND SIGNATURE.

-EVENT PHASE AND GROUP SHOULD BE WRITTEN IN THE UPPER LEFT CORNER.

-COMMUNITY PARTNERS AND STAFF DO NOT HAVE TO FILL OUT THIS FORM.

ENSURE YOU HOLE PUNCH THEIR REGISTRATION CHECKLIST ◀◀

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LODGING VERIFICATION

ALL ATTENDEES ARE REQUIRED TO CHECK IN WITH THE LODGING VERIFICATION STATION LAST

AT THIS STATION THEY WILL BE CHECKED FOR:

- NAME ON THE ROOMING LIST
-*IF THEY HAVE A SECOND ROOM
 - A COMPLETED CHECKLIST
- NAME BADGE, AGENDA AND HOTEL MAP

* IF THE ATTENDEE IS REQUESTING A SECOND ROOM THAT IS NOT ALREADY BEEN PROVIDED,THIS IS TO BE STAFFED THROUGH **[**MS. KATHERINE WILKINS**]** AND PROGRAM MANAGER

SATURDAY INFORMATION

- Event phases and group breakouts for this event are
  - **Event 3 post 90 days Group __ and Group _**
  - **Event 4 post 180 days Group __ and Group ___**

SATURDAY INFORMATION

- Staff meeting and Breakfast **[Time-Time]**
  - *If you are assigned late registration be prepared for setup at [Time]

- Late Registration Saturday
  - Set-Up **[Time-Time]**
  - Attendees Registration **[Time-Time]**

- Hours of Event **[Time-Time]**, determined by Agenda

- Help Desk is located in the Community Partners area

- All Group Leaders are to be in General Session NLT [Time] with event & group sign for Introduction to Attendees

- After Action Report will be conducted at [Time]

SUNDAY INFORMATION

- Staff meeting and Breakfast **[Time-Time]**
- Hours of Event **[Time-Time]**, determined by Agenda
- Group Leaders - Remind all Attendees that orders and certificates will be given at last general session
- All request to leave early must be requested through Program Manager
- If Attendees or Staff have a charge on final bill please provide this to **[**Katherine Wilkins**]** before leaving the hotel. If this is done after the event is over, it is very difficult to reconcile.

SUNDAY INFORMATION

- Check out of sleeping rooms is going to be [Time].
- Luggage storage is provided in room _____
- All Group Leaders are to be in Last General Session [Session name and time] with Event orders and Certificates signed for distribution
- Any orders that are not picked up, will be returned to **[**Katherine Wilkins**]** or Operations Room staff
- Packing of truck will not begin until [Time].